



**EMPLOYMENT OPPORTUNITY**  
**Part-time Customer Service Specialist 2**  
**Salary: \$2370.00 - \$3063.00 Range 35**

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**Recruitment # 1271-09**

**Opens: October 28, 2009**

**Closes: November 10, 2009**

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**Job Summary**

This is a permanent part-time position located in the Department of Fish & Wildlife, Region 3 office in Ephrata, WA. This position assists customers in understanding and complying with fish and wildlife laws, policies, and regulations, utilizing agency services and programs, and resolving complaints and service problems. It acts as a key point of contact between the customer and the department in interpreting commercial and recreational harvest rules and providing information about opportunities and services. Principal activities include:

- Serving as a communications liaison between Olympia Licensing staff and Regional Licensing dealers
- Facilitating access to resources and resolving issues for the recreating public
- Interpreting and advising on agency policies, procedures, rules and regulations for hunters, fishers, the recreating public, and Regional staff
- Resolving customer problems by identifying issues, determining procedural steps necessary to bring resolution, working with staff to implement resolution, and communicating the results to the customer
- Proctoring testing for programs such as Master Hunter Education
- Providing office/administrative support to Regional staff in the accomplishment of their assigned tasks

**Working Conditions**

This employee may be responsible for opening and closing the office and must be consistently punctual and reliable. Office duties require the ability to file, bend, stoop and reach, and carry items up to 25 pounds. The employee must also be able to act independently, use good judgment and know how to interpret the customer's questions and needs so that clear, concise and correct answers are given. Duties require the ability to work with constant interruptions, stay focused and pleasant, and maintain a positive attitude under stress.

**Qualifications and Competencies**

Requirements: Three years of clerical or administrative experience in an office environment, including two years in direct customer service assisting customers with inquiries, complaints, or problems are required. An Associate's degree or higher may substitute for two years of this experience.

The best qualified applicants will demonstrate competencies in the following areas:

- Working familiarity with computers and software applications used in an office environment (i.e. Microsoft Word and Excel) demonstrated through practical work experience
- Keyboarding skills commensurate with the above
- Ability to handle money, count change and use a cash register
- Basic accounting and fiscal recordkeeping skills, demonstrated for example through practical experience or training
- Well developed skills communicating and working with customers and the public to resolve problems; ability to communicate effectively in writing
- Ability to read and understand a wide variety of rules and regulations including RCWs and WACs, working within and across programs such as Fish, Wildlife, Habitat and Enforcement and interpret their procedures

### **How to apply**

**Applications must be received not later than 5:00 p.m. on: November 10, 2009**

Submit a completed **state application** and a **resume** that describing how you meet the qualifications and competencies listed above. For each relevant position you have held, specify your employer, title, length of service, and the duties performed. Also describe relevant training completed, including school and course title.

Send your application materials to: Margaret Gordon, Recruitment Specialist  
Human Resource Office, Department of Fish and Wildlife,  
600 Capitol Way North, Olympia, WA 98501-1091

Or by e-mail to: [WDFWjobs@dfw.wa.gov](mailto:WDFWjobs@dfw.wa.gov)

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The Department of Fish and Wildlife is an equal opportunity employer. We strive to create a working environment that includes and respects cultural, racial, ethnic, sexual orientation and gender identity diversity. Women, racial and ethnic minorities, persons with disabilities, persons over 40 years of age, disabled and Vietnam era veterans and people of all sexual orientations and gender identities, are encouraged to apply. Persons needing accommodation in the application process or this announcement in an alternative format may call (360) 902-2276 or the Telecommunications Device for the Deaf (360) 902-2207.